



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: SYSTEMS TECHNICIAN I - IV

DEFINITION: Under supervision, operates, installs, maintains supports and monitors computer and/or communications hardware and software or other electronic equipment.

DISTINGUISHING CHARACTERISTICS:

- Grade Level I - Under direct supervision, performs routine activities and provides solutions to problems. Trains with senior staff and assists with the operations, monitoring and/or resolution of problems with computer equipment, peripherals, and applications.
- Grade Level II - Under immediate supervision, performs most aspects of computer operations or support and resolves complex problems. May operate, maintain, install or alter systems, programs, or applications. Provides assistance to end users and direction to subordinate staff.
- Grade Level III - Under limited supervision, acts in a lead capacity for operations center shifts. Performs complex procedures involving the operations, maintenance, and support of computing equipment and peripheral devices. Directs the activities of subordinates in the performance of computer operations and provides assistance to end-users.
- Grade Level IV - Under general direction, manages and supervises the day-to-day activities of the data center. Coordinates operation center job schedules, shift assignments, training programs and inventories. Resolves complex problems related to computer hardware and peripherals. Coordinates the work of operations center vendors and contractors. Grade IV requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.

EXAMPLES OF DUTIES:

- May operate computers, mainframes, minicomputers, and peripheral equipment (e.g. tape drives, disk drives, high speed printer, memory, monitors, modems, etc.);
- May monitor the efficiency of operations and detect/correct job errors or equipment failures;
- May install, upgrade, configure and test computer hardware and software, peripheral equipment or other electronic equipment;
- May diagnoses basic computer or network problems, determines causes or failures/errors and report information according to procedures;



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN I - II

DEFINITION: Under general supervision, performs increasingly responsible duties involving geographic information systems including installation, maintenance, support, and input of data.

REPORTS TO: Geographic Information Systems Analyst II

DISTINGUISHING CHARACTERISTICS:

Grade Level I - Performs the routine duties of the classification.
Grade Level II - Performs the full range of duties of the classification.

EXAMPLES OF DUTIES:

- Inputs graphic and non-graphic information into the geographic information system;
- Installs, maintains and supports hardware and software associated with geographic information systems;
- Configures operating systems software and hardware;
- Converts existing source documents into digital computer format;
- Verifies accuracy of input data;
- Develops computer programs to enhance and customize system capabilities;
- Interacts with vendors and user departments;
- Prepares reports;
- Maintains and modifies systems libraries and programs;
- May act in a lead capacity;
- May train system users;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

Education equivalent to a two-year degree in computer science, business administration, engineering, mathematics, or related field, and a minimum of one year of experience in a computer-aided design or mapping environment; up to two years of experience may be substituted for education requirements on a year-for-year basis.

OR

One year as an Engineering Aide, Engineering Technician or Systems Analyst with the City of Long Beach may be substituted for one year of experience in a computer-aided design or mapping environment.

Additional specific requirements are necessary for each position within the classification and may include one or all of the following areas:



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: PROGRAMMER ANALYST I - VI

DEFINITION: Under supervision, performs specialized technical work involved in the preparation of data processing programs and performs systems software and hardware analysis and design activities.

REPORTS TO: Varies

DISTINGUISHING CHARACTERISTICS:

- Grade Level I - Performs specialized technical work involved in the preparation of less difficult data processing programs, and learns systems analysis and design techniques.
- Grade Level II - Performs specialized technical work involved in the preparation of data processing programs of moderate difficulty and assists in systems analysis and design activities.
- Grade Level III - Performs specialized technical work involved in the preparation of an responsibility for data processing programs of a more difficult nature and performs basis systems analysis and design activities.
- Grade Level IV - Performs specialized technical work involved in the preparation of the most difficult data processing programs and performs major systems analysis and design activities.
- Grade Level V - Acts as a team leader or technical consultant and provides guidance and technical assistance to other team members.
- Grade Level VI - Acts as a project manager for a group of Programmer Analysts involved in the design, development, implementation, and maintenance of multiple data processing systems for a major functional/user area.

EXAMPLES OF DUTIES:

- Analyzes functional specifications to determine the design approach;
- Develops detailed specifications and program logic flow;
- Codes programs from specification;
- Tests and debugs programs;
- Updates and modifies existing programs from detailed specifications;
- Develops, maintains and updates systems procedures and documentation;
- Interfaces with functional/user personnel to define business system' requirements and to resolve problems in existing jobs;

PROGRAMMER ANALYST I-VI (continued)

HISTORY:

Established 12/07/73, Grade Level V added 07/15/80, Grade Level VI added 06/26/82, revised 07/01/91.

Approval/Adoption Dates: 10/11/91 - Human Resources Department
10/30/91 - Civil Service Commission